



Avaya J129 IP Phone Quick Reference

Release 1.0
December 2016
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Avaya J129 IP Phone overview

The Avaya J129 IP Phone is a SIP-based phone intended to be used for basic business communications. The phone supports two-call appearances with a single-line call display.

Physical specifications

- Two call appearances
- A 128 x 32 pixels graphical LCD
- Three softkeys
- Dual 10/100 network ports
- Power over Ethernet class one device
- Magnetic Hook Switch

Icons on the phone

The following table lists the icons used in the Avaya J129 IP Phone:

Icon	Description
	Line indicator; first call appearance
	Line indicator; second call appearance
	More than 10 recent missed calls
	Recents- Outgoing call
	Recents- Missed call
	Recents- Incoming call
	Outgoing recents MDA
	Missed call
	Check

Icon	Description
	MDA active
	New call setup
	Voicemail
	Checkbox off
	Checkbox on
	Active conference
	Conference on hold
	Contrast
	EC500
	Failover
	Radio button off
	Radio button on
	Feature unavailable
	Call forward
	Handset
	Hold
	Phone lock
	Ringer on
	Ringer off
	Speaker
	Do not disturb

Handling calls

Making a call

1. Do one of the following:
 - Go to step 2, if you lift the handset or press the **Speaker**.
 - Go to step 3, if you do not lift the handset or do not press the **Speaker**.
2. Press the digits on the dial pad.
The phone initiates the call when you enter required number of digits or when the inter digit timer times out.
3. Press the digits on the dial pad.

The phone initiates the call according to the set dial mode.

- If the dial mode is set to **Auto**, dial till you enter required number of digits or till the inter digit timer times out.
- If the dial mode is set to **Manual**, dial the number you want to call and press the **Call** softkey.

Calling a person from the contacts list

This feature is only available in the Avaya Aura® environment.

1. Do one of the following to search for a contact:
 - Go to step 2, to search from the list stored on the corporate database.
 - Go to step 3, to search the local contacts stored on the phone.
2. To search from the list stored on the corporate database, do one the following:
 - On the Phone screen, press **Contacts > Search**. Enter the first name or last name and press **Search**.
 - Press **Main Menu > Contacts**. Wait till the message *Use dialpad to search* times out. Press **Search**. Enter the first name or last name and press **Search**.
3. To search the local contacts stored on the phone, do the following:
 - a. Press **Main Menu > Contacts**.
 - b. Enter the letters of the name of the person you want to call when the IP phone displays the message *Use dialpad to search*. For example, press 7 6 4 to search for someone whose name is Smith.
4. Press **Call** or **OK** to initiate a call to the selected contact number.

Making a call from call history

1. Do one of the following:
 - Press **Main Menu > Recents**.
 - Press **Recents** from the Phone screen.

*** Note:**
If emergency dialing is configured for your phone, **Emerg** softkey replaces the **Recents** softkey on the phone screen.
2. Use the **Up** and **Down Arrow** keys to select the number that you want to call.
3. Press **Call** or **OK**.

Making an emergency call

If your administrator configured emergency calling for your phone, the Phone screen displays an **Emerg** softkey to immediately connect you with a preset emergency services number.

Using the **Emerg** softkey you can dial only the number which is given the highest priority by the system administrator. Also, you can manually dial all the emergency numbers.

However, if emergency dialing is not configured for your phone, **Recents** softkey replaces **Emerg** softkey.

* Note:

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone. The emergency call feature is available in IP Office only when you are logged in to your phone. Also, in IP Office environment, **Emerg** softkey is not available. You must manually dial the emergency number.

! Important:

During phone failover, when the phone switches between system servers due to a system failure, the **Emerg** softkey might not be available until your phone connects to an alternate server. This process might take a few seconds.

1. Do one of the following:
 - On the Phone screen, press **Emerg**. Press **Emerg** when the phone prompts for confirmation. The phone calls the number with the highest priority.
 - Dial the emergency number manually.
2. To end the emergency call, press **Speaker**.

Making an attended transfer

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

1. While on the active call, press the **Transfer** softkey.
2. Perform one of the following actions to call the call-transfer recipient:
 - Dial the number using the keypad.
 - Call the person from the **Contacts** list or from the **Recents** list.The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.
3. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

* Note:

In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making an unattended transfer

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

1. While on the active call, press the **Transfer** softkey.
2. Perform one of the following actions to call the call-transfer recipient:
 - Dial the number.
 - Call the person from the **Contacts** list or from the **Recents** list.The active call is put on hold, and the second call starts ringing.
3. To complete the transfer, press the **Complete** softkey. The phone transfers the call to the selected number.

* Note:

- Unanswered transfers might return to your phone as a recalled transfer.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making an international call

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164 number.

1. Long press the **0** key to display the plus sign (+).
2. Dial the number that you want to call.

Using call forwarding

Activating and deactivating call forward

Use this procedure to forward incoming calls to a specified number.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

Your system administrator must activate the feature for your extension.

1. Press **Main Menu > Features**.

2. Use the **Down Arrow** key to go to the Call Fwd screen.
3. Press **Select** or **OK**.
4. In the **Destination** field, enter the number where you want to forward the incoming calls.
5. Press **Save** or **OK**.
The phone generates a confirmation tone and returns to the Features menu.
6. To deactivate the Call Forward feature, go to the Call Fwd screen.
7. Press **Select** or **OK**.

Managing conference calls

Adding a person to an active call

Use this procedure to add participants to an active call to set up a conference call.

You must be on a call.

1. During an active call, from the Phone screen, press **Conf**.
The active call goes on hold.
2. Dial the phone number, or call the person from the **Contacts** list or from the **Recents** list.
3. Press **Join** when the person answers the call.
4. To add another person, press **Add** and repeat steps 3 and 4.

In IP Office environment, the **Add** softkey is not available. Therefore, the conference is hosted on the phone and only three participants are supported.

Managing contacts

Adding a new contact

This feature is only available in the Avaya Aura® environment.

1. Do one of the following:
 - If there is no contact in the contacts list, press **Contacts > New** or press **Main Menu > Contacts > New**.
 - If there is at least one contact in the contacts list, press **Contacts > More > New** or press **Main Menu > Contacts > More > New**.
2. Use the dialpad to enter the first name and last name.
 - Press the number key that corresponds to the letter or number that you want to enter.

- If the characters are on the same key, pause before entering the next character.
 - To enter a space, press 0.
 - Enter the remaining letters or numbers.
 - To enter a symbol, press **More** > **Symbol**. Use the navigation arrows to highlight the symbol that you want to enter and press **Insert**.
 - To delete the last character, press the **Bksp** softkey.
3. Enter the number.
The contact number can include a-z, A-Z, 0-9, and special symbols, such as comma (,), plus (+), dot (.).
 4. Press **Save**.

Searching for a contact

This feature is only available in the Avaya Aura® environment.

1. To search for a contact from the local contacts, do the following:
 - a. Press **Main Menu** > **Contacts**.
 - b. Enter the first name or the last name of the contact using the dialpad.
For example, press 7–6–4 to search for Smith.
2. To search for a contact from the enterprise directory, do the following:
 - a. On the Phone screen, press **Contacts** > **Search** or press **Main Menu** > **Contacts** > **Search**.
 - b. Use the dialpad to enter part of the full name, or part of the last name or part of the first name and part of the last name.
 - c. Press **Search**.
To add the contact to the local contacts, press **+Contact**.

Managing call history

Adding or deleting a call record from the call history menu

1. Do one of the following:
 - Press **Recents**.
 - Press **Main Menu** > **Recents**.
2. Select the number that you want to add or delete.
3. Select **Details**.
4. Select one of the following:
 - **+Contact**: To add a call record from the call history menu to the contacts list.
 - **Delete**: To delete a call record from the call history.

* Note:

In IP Office:

- Contacts feature is not supported. Therefore, you cannot add a call record to the contacts list.
- The **Delete** softkey is available only from the **Main Menu**.

Using call related features

Parking and unparking a call

Use this procedure to park the active call and answer the call from another extension.

This feature is only available in the Avaya Aura® environment.

Your system administrator must activate the feature for your extension.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

1. While on an active call, press **Main Menu** > **Features**.
2. Use the **Down Arrow** key to go to the Call Park screen.
3. Press **Select** or **OK**.
The phone parks the call.
4. To answer a parked call, press **Main Menu** > **Features**.
5. Use the **Down Arrow** key to go to the Call Unpark screen.
6. Press **Select** or **OK**.
7. Enter the extension from which the call was parked.
8. Press **OK**.
The phone unparks the call.

Toggling between active calls

1. During an active call, do any one of the following:
 - To make a new call, press **NewCall** and dial the extension of the second person.
 - To answer an incoming call, press **Answer**.
2. To toggle between the two active calls, press **Swap**.

Setting up automatic call back

When an extension is busy, use this procedure to receive a call back automatically after the extension is free.

In the IP Office environment, this feature is supported using short code dialing. Contact your system administrator for the list of short codes.

Your system administrator must activate the feature for your extension.

1. During an active call, press **Main Menu** > **Features**.
2. Use the **Down Arrow** key to go to the Auto Callback screen.
3. Press **Select** or **OK** to activate **Auto Callback**.
When you end the callback call, the system deactivates the feature automatically.

Activating EC500

Use this procedure to answer calls on your cell phone.

This feature is only available in the Avaya Aura® environment.

The system administrator must program the phone so that you can receive incoming calls on your cell phone.

1. Press **Main Menu** > **Features**.
2. Use the **Down Arrow** key to go the EC500 screen.
3. Press **OK**.

Assigning Speed Dial

Use this procedure to assign speed dial numbers to your contacts. You can assign up to nine speed dial entries.

This feature is only available in the Avaya Aura® environment.

1. Press **Main Menu** > **Settings** > **Phone Settings**.
2. Select **Speed Dial**.
3. Use the **Up** and **Down Arrow** keys to select a Speed Dial number.
4. Press **Contacts** to select a contact.
5. Press **Select** to assign the contact to the selected Speed Dial number.
You can assign only one contact to a Speed dial number.

Display language

Setting the display language

1. Press **Main Menu** > **Settings** > **Display Settings**.
2. Select **Language**.
3. Press **Select** or **OK** to change the language.
4. Press **Yes** or **OK** when the phone prompts for confirmation.

The phone returns to the Display Settings screen and the language changes to the selected language.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.